Diverse 5410 user guide 22/8/03 10:14 AM Page 1

FOR SMS TEXT MESSAGING YOU MUST SUBSCRIBE TO A CALLER DISPLAY SERVICE AND YOU MUST NOT WITHHOLD YOUR TELEPHONE NUMBER. A QUARTERLY FEE IS PAYABLE.

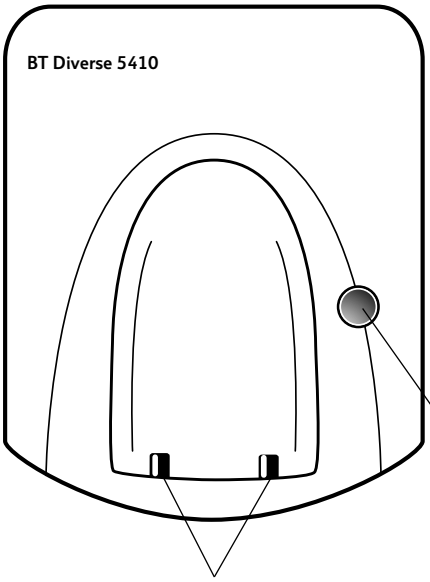
User Guide

BT DIVERSE 5410

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

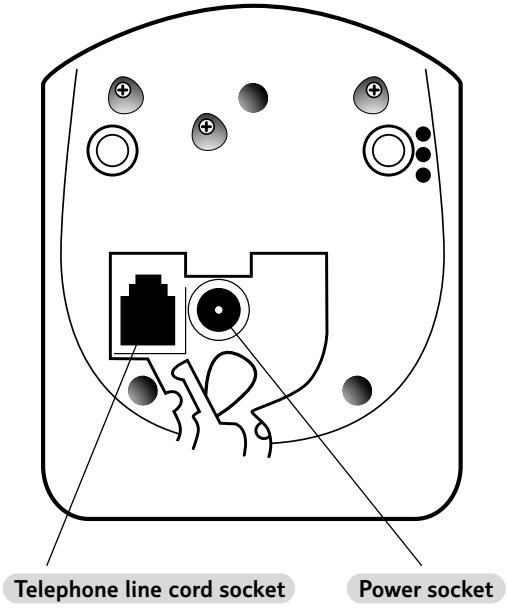
This product is intended for connection to analogue public switched telephone networks and private switchboards in the UK.

Base



Use to register handsets.
Use to page a handset.

Base underside



In this guide

Please refer to the separate Using SMS User Guide for instructions on using the SMS functionality.

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Hints and tips boxes

In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

Helpline

If you experience any difficulties with your BT Diverse 5410, please call the BT Diverse Helpline on **08457 908 070**.

Main Menu

When using your SMS mailbox without a PIN

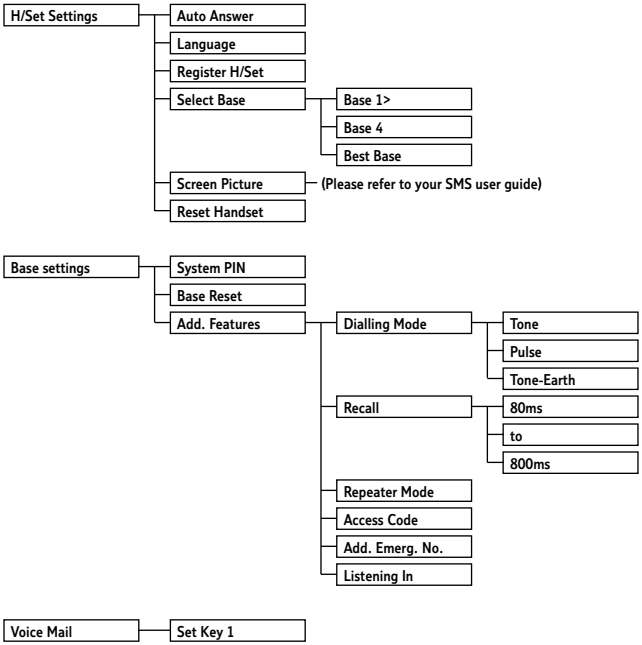
- SMS
  - Write message
  - Incoming
  - Outgoing
  - Settings
    - Service Centres
      - Service Centre 1>
      - Service Centre 5
    - SMS Mailboxes
      - Mailbox 1>3
    - Notify Number
    - Notify Type
      - Missed Calls
        - On
        - Off

When using your SMS mailbox with a PIN or using 2-4 mailboxes

- SMS
  - Mailbox 1-4
    - Write message
    - Incoming
    - Outgoing
    - Settings
      - Service Centres
        - Service Centre 1
        - Service Centre 5

For further information, please refer to your SMS user guide.

- Select Services
  - Withhold No.
  - All Calls
    - Call Divert
      - All calls
      - Call no.
      - On/Off
    - Call Waiting
      - On
      - Off
  - Ringback Off
- Add. Features
  - Room Monitor
  - Walk and Talk
- Calender/Clock
  - Set Appoints. 1-5
  - Alarm Clock
  - Missed Dates
  - Date/Time
- Audio Settings
  - Handset Volume
  - Ringer Settings
    - Ext. Calls
    - Internal Calls
    - Appointments
    - Alarm
    - All
  - Advisory Tones
    - KeyTones
    - Confirm
    - Battery
  - Ringer Echo


H/Set Settings
Auto Answer
Language
Register H/Set
Select Base
Base 1>
Base 4
Best Base
Screen Picture
(Please refer to your SMS user guide)
Reset Handset
Base settings
System PIN
Base Reset
Add. Features
Dialling Mode
Tone
Pulse
Tone-Earth
Recall
80ms
to
800ms
Repeater Mode
Access Code
Add. Emerg. No.
Listening In
Voice Mail
Set Key 1

Directory and Extra directory menus

When you have Directory entries stored:

Press the or button.

`New Entry` is displayed followed by an alphabetical list of all directory entries.

Use to scroll to the entry you want and then press to open the following list of options.

`Display Number`
`Edit Entry`
`Delete Entry`
`VIP Entry` *(main directory only)*
`Copy and Edit` *(main directory only)*
`Copy Entry`
`Delete List`
`Copy List`
`Available Memory`

Message menus

Press to open your Mailbox, then press to scroll to either `SMS` (text messages), `Voicemail` (on your Network's voicemail service) or `Calls list`.

Press to open the message list for the displayed option.

Use to select the message you want.

Press to select from the following list of options:

`SMS`
`Reply`
`Answer: Yes`
`Reply`
`Answer: No`
`Use Text`
`Forward`
`Copy to Directory`
`View Content`
`Character Set`
`Voicemail`
`Calls List`
`Delete`
`Answer`

Note

If you make a mistake, you can return to the previous menu by pressing the **RED PHONE** *button. If you keep pressing the* **RED PHONE** *button you will return to the idle screen.*

Quick guide

		Page no
Switch the handset OFF/ON: (default is ON)	Hold down.	16
Switch Keyguard on/off	Hold down.	46
Switch handset ringer off/on	Hold down.	48
Make a call	or or .	16
Redial a number	to scroll through the list to dial.	29
Copy a displayed number in the redial list to the directory	to scroll **Menu** to scroll to display `Copy to directory` **OK** add name **Menu** display shows `Save entry` **OK** .	27
Dial from the directory	to name or number you want to dial .	23
Dial from Calls list	to scroll to display `Calls List` **OK** to scroll to display the number you want .	37
Adjust handsfree volume whilst in handsfree mode	**Menu** Display shows `Volume` **OK** to decrease/increase volume **OK** **Save** .	17
Adjust earpiece volume whilst making a call	**Menu** display shows `Volume` **OK** to decrease/increase volume **Save** .	46
Make internal call	**INT** then to scroll to select handset .	18
Call all handsets	**INT** to scroll to `Call All` .	18
Transfer call to another handset	**INT** then to scroll to select handset . When user answers, press .	19
Put caller on hold while you make an internal call	**INT** then to scroll to select handset . When finished press **Menu** . `Back` is selected, press **OK** .	19
Set date and time	**Menu** to scroll to display `Calender/Clock` **OK** to scroll to display `Date/Time` **OK** enter date enter time to select `12hr` or `24hr Time mode` **Save** .	14

BT Diverse Helpline – 08457 908 070

Quick guide to handset display icons

	Shows the status of the handset battery.
	In range signal strength.
	Redial, lists up to the last 10 dialled numbers.
SMS	Opens the SMS menu.
	Flashes to indicated new messages (e.g. Calls or SMS). Remains on, when you have old messages stored.
INT	For calling other handsets.
MENU	Opens the menu.
	Scroll through the menu.
OK	Confirms function displayed.
	Scroll left and right, when entering numbers or messages.
	Deletes numbers/characters (from right to left).
	Ringer off.
	Keypad locked.
	Crescendo tone.

BT Diverse Helpline – 08457 908 070

Introduction

Unpacking your BT Diverse 5410

If anything is missing, please contact your place of purchase immediately.

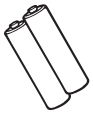
One BT Diverse 5410 base station

One BT Diverse 5400 handset

One power supply for the base station

One telephone line cord

Two AAA rechargeable batteries



One belt clip

Battery compartment cover

For your records

Date of purchase:
Place of purchase:

For guarantee purposes proof of purchase is required, so please keep your receipt.

Enter your system PIN code here:

For more information on your system PIN, *see page 52*.

Note

If you experience any difficulties with your BT Diverse 5410, please call the BT Diverse Helpline on **08457 908 070**.

Safety information

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is C39280-Z4-C478.

For the handset use only AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700 mAh. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Batteries and accessories are available from **www.withandwithoutwires.com** or call **0870 240 5522**.

If the Keyguard is switched on, it is NOT possible to make calls, including emergency numbers (**999**/**112**).

Do not open the base station or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

Plan the location

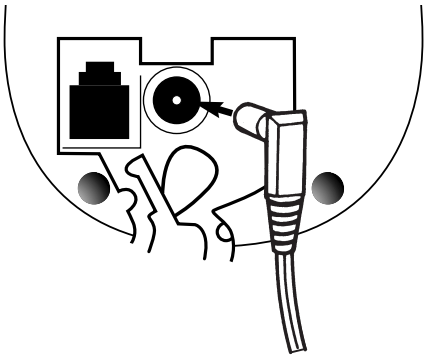
Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

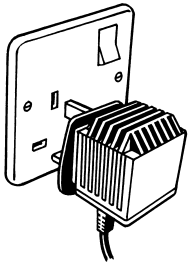
Do not situate the product in the bathroom or other humid areas.

1 Connect the base station

Plug the power supply cable into the power socket on the underside of your base.



2 Plug the power supply unit into the wall socket

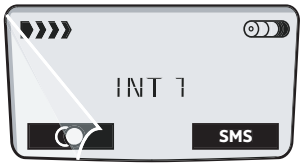


WARNING

Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

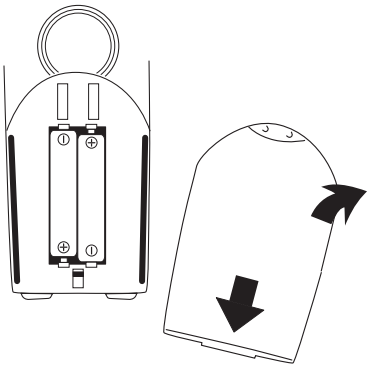
3 Registering and charging the handset

The display is protected by a plastic film. Remove the protective plastic film from the display.



Insert the batteries

Insert the two batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



The battery cover may be found in the packaging with the batteries.

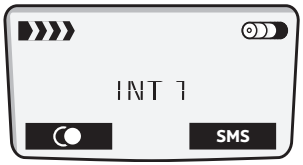
WARNING

Under no circumstances should non-rechargeable batteries be used. Only use AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone. Batteries and accessories are available from **www.withandwithoutwires.com** *or call* **0870 240 5522**.

To register the handset

To register your handset, place it in the base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g.: 1). Successful registration is signalled by a confirmation tone.

When the handset is registered the display will show:



If the icons on the display flash continuously...

It means that the handset is not registered with the base station.

Ensure you have correctly carried out step 3. If the product has still not registered, please see "Registering manually" on page 57.

All additional handsets you purchase will need to be individually registered with the base station before they will work with the BT Diverse 5410.

Leave the handset for approx. 16 hours in the base station to charge the batteries, as they are not charged in the factory. The battery status icon flashes on the handset to indicate that the batteries are being charged.

Battery level icons

When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:

Batteries fully charged

Batteries at 66%

Batteries at 33%

Batteries empty

Out of range?

If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.

Battery performance

Batteries and case may become warm during charging. This is normal.

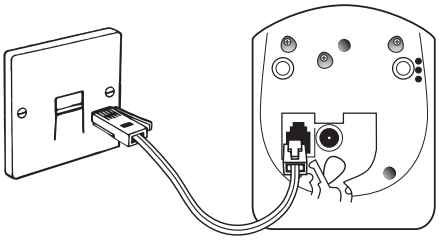
Under ideal conditions, the handset batteries should give about 13 hours talktime or 170 hours standby time on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries are available from **www.withandwithoutwires.com** *or call* **0870 240 5522**.

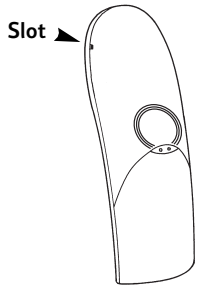
If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

4 Connect the telephone line cord to the base and plug into the wall socket

Ensure that each end of the line cord is fitted into the correct socket.



Fit the belt clip onto the back of the handset.



Your BT Diverse 5410 is now ready for use.

Note

If you subscribe to a Caller Display service the time and date will be set with the first incoming call.
However, the year setting will have to be changed manually. See opposite.

Setting the date and time

Press the **RIGHT** options button.

Press the **DOWN** navigation button until the display shows `Calender/Clock`.

OK Press the **OK** options button.

Press **DOWN** until display shows `Date/Time`.

OK Press the **OK** options button.

Enter the day/month/year, e.g. `05 10 03` for 5th October 2003.

Press **DOWN** to scroll to `Time`.

Enter the time – hours/minutes. E.g. `0925` for 9.25am.

Press **DOWN** to scroll to `Time Mode`.

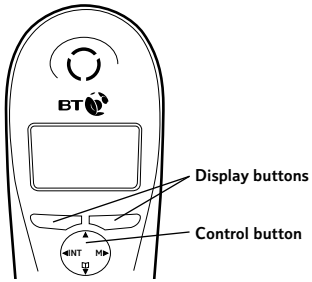
Press **LEFT/RIGHT** to select `12hr` or `24hr clock`

SAVE Press **SAVE** to confirm. Display shows `Entry Saved`.

Press **RED PHONE** to return to the idle display.

SETTING UP

Using the telephone



Control button

The control button lets you open menus and gives you shortcuts to different functions such as Voice Dialling.

Control button functions

	In idle mode	In lists and menus	When adding entries
	Voice dialling *(press and hold)*	Scroll up	Move cursor one line up
	Open directory	Scroll down	Move cursor one line down
	Open main menu	Confirm selection	Move cursor to the right
	Open handset list	Scroll back one level in the menu	Move cursor to the left

Display buttons

These are the two buttons directly underneath the display.
The functions vary according to how you are using the phone.

Display button functions

The display shows the current function is shown directly above each button.

Icon	Function
	Lets you access the last 10 numbers dialled.
OK	Confirms menu function or entry.
SMS	Opens SMS text menu
C	Deletes characters from right to left
	Takes you one menu level back.

For example,

To adjust the handsfree loudspeaker volume

Press **RIGHT** to open the main menu.

Press **DOWN** to scroll to `Audio Settings`.

OK

Press **RIGHT** or the **OK** display button.

OK

Confirm Handset Volume by pressing **RIGHT** or the **OK** display button.

Press **LEFT/RIGHT** to adjust the volume.

SAVE

Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

Alternatively:

Press the **HANDSFREE** button *twice*.

Press **LEFT/RIGHT** to adjust the volume.

SAVE

Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

Note

To exit a menu at any time, press the **RED PHONE** *button. This will take you back one step. Keep pressing the* **RED PHONE** *button to return to the idle screen.*

To switch the handset power on and off

Press *and hold* the **RED PHONE** button to switch the handset off.

Press *and hold* the **RED PHONE** button to switch the handset on again.

Making and ending calls

To make an external call

Ensure the handset is switched on.

Press the **GREEN PHONE** button. You hear the dial tone.

Dial the number.

Preparatory dialling

Dial the number first.

◂**C**

If you make a mistake, press the ◂**C** display button to remove any incorrect digits.

Press the **GREEN PHONE** button to dial the number.

To end a call

Press the **RED PHONE** button.

Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it is finished.

To receive an external call

Press the **GREEN PHONE** button to answer the call.

Or

Accept Press the **Accept** display button.

Or

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.

This is called Autotalk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, see page 49.

Handsfree

Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to the conversation. Your hands are left free, for example, to take notes.

Note

You can test the handsfree function by dialling the BT speaking clock on 123.

To make a handsfree call

Dial the number.

Press the **HANDSFREE** button. The loudspeaker is switched on and you hear the number being dialled.

To switch back to using the handset and any time, press the **GREEN PHONE** button.

To adjust the handsfree volume whilst in handsfree mode

Press the **LOUDSPEAKER** button.

Press **LEFT/RIGHT** to increase or decrease the volume.

SAVE Press the **SAVE** display button to save the new volume setting.

To answer a call in handsfree

When the phone rings:

Press the **HANDSFREE** button.

To switch to handsfree during a call

You can switch to handsfree at any time during a call.

Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

Press and switch back to private conversation again by pressing the **GREEN PHONE** button.

Note

If you need to replace the handset in the base station during a call, for example, because the battery is flat, hold down the **HANDSFREE** *button.*

Secrecy

During a call, you can switch off your handset's microphone so your caller cannot hear you. They will hear a melody instead so you can talk to someone else in the room.

To switch secrecy on and off

During a call:

Press **LEFT**. The microphone is switched off. Your caller hears a melody.

Press **RETURN** to speak to your caller again

Paging and internal calls

You can alert a handset user that they are wanted, or locate a missing handset.

If you have multiple handsets registered to the base you can make internal calls between handsets.

To make an internal call

Press the **LEFT/INT** button. A list of all the handsets that are registered to the base are listed. You can select any of them.

Your handset is identified by INT 1 <.

Press **UP/DOWN** to scroll to the handset you want to call and press the **GREEN PHONE** button.

Or

Press the handset number you want to call on the keypad.

Or

Call All Select **Call All** to ring all the handsets registered

to the base and press the **GREEN PHONE** button. Your call will be taken by the first handset user to answer.

Note

You can also page all handsets by pressing the **PAGE** *button on the base station.*

To transfer an external call between handsets

You can forward an external call to another handset registered to the base.

During an external call:

Press the **LEFT/INT** button to display a list of handsets. Your caller is put on hold and hears musical tones.

Press **UP/DOWN** to scroll to the handset you want to call or `Call all handsets`.

Press the **GREEN PHONE** button to call. When the other handset answer can tell them you are transferring the call.

Press the **RED PHONE** button to put the call through.

Note

You can also put the call through without announcing it by immediately pressing the **RED PHONE** *button after dialling the other handset.*

To put an external call on hold while you make an internal call

This enables you to ask another handset user a question and then get straight back to your caller.

During a call:

Press the **LEFT/INT** button to display a list of handsets. Your caller is put on hold and hears musical tones.

Press **UP/DOWN** to scroll to the handset you want to call.

OK Press **OK** to call.

Or

Press the handset number you want to call on the keypad to the base and press the **GREEN PHONE** button.

You can now speak with the other handset user.

To return to your external call:

END Press **END**.
You are re-connected.

Three-way conversation

While you are talking to an external caller, another handset user can join in.

Note

To use the Three-way conversation feature, make sure the Listening In setting is switched ON, see opposite.

While you are on an external call:

The other handset user's screen shows `In use`.

Press the **GREEN PHONE** button.

Press the **RED PHONE** to exit the conversation.

To answer a waiting call during an internal call

If you are making an internal call and hear the Call Waiting tone you can immediately take the incoming call.

ACCEPT Press the **ACCEPT** button to end your internal call and take the new call.

Or

REJECT Press the **REJECT** button to reject `Call Waiting`. The Call Waiting tone is switched off and you can carry on with your call to the other handset user.

To switch the Listening In function on/off

Press **RIGHT** to open the menu.

Press **DOWN** to scroll to `Base Settings`.

OK Press **OK**.

Press **DOWN** to scroll to `Add. Features`.

OK Press **OK**.

Press **DOWN** to scroll to `Listening In`.

OK Press **OK**.

Enter the System PIN (original setting `0000`)

OK Press **OK**. Listening In with a ✓ indicates it is switched on.

Or

OK Press **OK** *again* to switch off, the ✓ disappears.

Press **RED PHONE** to return to the idle display.

Using the main directory and extra directory

You can store a total of up to 200 names and numbers, in the main directory, SMS directory and Extra directory depending on the length of each entry.

You can enter up to 32 digits and up to 16 letters.

The Extra directory – opened by pressing the ⋯ button on the keypad – gives you extra quick access to your 9 most important and/or frequently used numbers.

You can create a main directory, SMS directory and Extra directory just for your handset. You can also copy each directory to other handsets registered to the same base station, see page 28.

To store an entry in the main directory

Press the **DIRECTORY** button. Display shows New Entry.

OK Press the **OK** display button.

Enter the telephone number.

Scroll **DOWN** to Enter Name.

Enter the name.

Entering names:

Enter the name using the letters on the keypad. For example, to enter the name TOM:

8 TUV Press the **8** button, T appears on the display.

6 MNO Press the **6** button *three times* until the display shows O.

6 MNO Then press the **6** button to display M.

For the full character map, *see page 22*.

MENU Press **MENU** then Save Entry is displayed.

OK Press the **OK** display button.

Or

To enter their birthday:

Scroll down to Anniversary Date.

Enter the person's birthday

OK Press the **OK** display button.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

Note

Please refer to the section 'Add Birthday Alert', page 24.

Note

The first letter of each name, and the first letter after a punctuation mark are automatically shown as capitals. Letters are always added to the left of the cursor.

Press to switch between capitals and lower case.

Press to move the cursor.

C *Press to delete from right to left.*

Press **1** *to enter a blank space.*

Character map

These are the characters you can use when storing a directory entry.

	1st press	2nd press	3rd press	4th press	5th press	6th press	7th press	8th press	9th press	10th press	11th press	12th press	13th press	14th press
1	␣	1	€	£	$	¥	¤							
2 ABC	a	b	c	2	ä	á	à	â	ã	ç				
3 DEF	d	e	f	3	ë	é	è	ê						
4 GHI	g	h	i	4	ï	í	ì	î						
5 JKL	j	k	l	5										
6 MNO	m	n	o	6	ö	ñ	ó	ò	ô	õ				
7 PQRS	p	q	r	s	7	ß								
8 TUV	t	u	v	8	ü	ú	ù	û						
9 WXYZ	w	x	y	z	9	ÿ	ý	æ	ø	å				
*	a→A	*	/	(	)	<	=	>	%					
0 +	.	,	?	!	0	+	-	:	¿	¡	“	‘	;	–
#	#	@	\	&	§									

To dial a name and number in the main directory

Press **DIRECTORY** to open the list.

Scroll **DOWN** to the entry you want

Or

Enter the first letter of the name you want, e.g. for Emma, press **3** *twice* to search for names beginning with E

Press the **GREEN PHONE** button. The number is dialled.

To view entries in the main directory

Press the **DIRECTORY** button.

Press **UP** or **DOWN** to scroll to the entry name you want.

VIEW

Press **VIEW** to see the entry details.

Press **RED PHONE** to return to the idle display.

To edit entries in the main directory

Press the **DIRECTORY** button.

Press **UP** or **DOWN** to scroll to the entry name you want.

VIEW

Press the **VIEW** display button to see the entry details.

EDIT

Press the **EDIT** display button.

◂C

Edit the number, if necessary using the **LEFT/RIGHT** and **DELETE** buttons.

Scroll **DOWN** to edit the name.

MENU

If the name is correct, press the **MENU** display button. `Save Entry` is displayed

OK

Press **OK** to confirm.

Or

◂C

If you wish to edit the name, enter a new name now using the **LEFT/RIGHT** and **DELETE** buttons.

MENU

If the name is correct, press the **MENU** display button. `Save Entry` is displayed

OK

Press **OK** to confirm.

To add a birthday alert to an entry

You can save birthdays in the directory along with a reminder alarm to help you remember them. When the birthday date and time you have set arrives, the handset will automatically alert you.

Press the **DIRECTORY** button.

Scroll **UP** or **DOWN** to scroll to the entry name you want.

VIEW Press **VIEW** to see the entry details.

EDIT Press **EDIT**

Scroll **DOWN** to `Annivers:`

Press **RIGHT** to open the Anniversary section.

Enter the date and time you want for the alarm call.

Then select whether you want to be reminded by a Visual or Ringer alert.

OK Press the **OK** display button.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

Birthday alert signal

A birthday alarm is signalled by showing the directory entry and icon. If you have set a ringer alert, the melody selected is played.

To stop a birthday alert

When the alert rings or the visual alert is displayed

OFF Press the **OFF** display button.

Or

SMS Press **SMS** to send a text message to the person.

To delete an entry from the main directory

Press the **DIRECTORY** button.

Press **UP** or **DOWN** to scroll to the entry name you want.

Press **RIGHT**.

Press **DOWN** to scroll to `Delete Entry`.

OK Press the **OK** display button. Display shows `Entry has been deleted`.

You can either delete another entry, *or*

Press **RED PHONE** to return to the idle display.

To delete the entire main directory

Press the **DIRECTORY** button.

Press **UP** or **DOWN** to scroll to the entry name you want.

Press **RIGHT**.

Press **DOWN** to scroll to `Delete List`.

OK Press the **OK** display button. Display asks `Delete all entries?`

YES *or* **NO** Press **YES** to confirm or **NO** to exit.

Extra directory

This is an additional directory where you can store up to 10 of your most important and/or frequently dialled names and numbers.

To store an entry in the Extra directory

Press the **EXTRA DIR** button. Display shows `New Entry`.

OK Press the **OK** display button.

Enter the telephone number.

Scroll **DOWN** to Enter Name.

Enter the name.

Scroll **DOWN** to Enter Key.

Press **LEFT/RIGHT** to select a button number, `0` or `2-9` under which to store the entry.

SAVE Press **SAVE** to confirm.

Add another entry or press **RED PHONE** to return to the idle display.

To dial from the Extra directory

Press *and hold* the single number assigned to the Extra directory entry you want. The phone number is displayed.

Press the **GREEN PHONE** button. The number is dialled.

Or

Press the **EXTRA DIRECTORY** button to open the list.

Scroll **DOWN** to the entry you want

Press the **GREEN PHONE** button. The number is dialled.

Note

To view/edit or delete entries from the Extra directory, press the *button and then follow instructions on pages 23 and 24.*

To delete the entire Extra directory

Press the **DIRECTORY** button.

Press **UP** or **DOWN** to scroll to the entry name you want.

Press **RIGHT**.

Press **DOWN** to scroll to `Delete List`.

OK Press the **OK** display button. Display asks `Delete all entries?`

YES *or* **NO** Press **YES** to confirm or **NO** to exit.

Note

This Extra directory does not "name and number match" when used with Caller Display.

VIP

To mark a directory/Extra directory entry as a VIP.

You can select particularly important entries as VIPs. You can then assign a different ringer melody to the entry so you can tell who's calling by the ring.

After the phone starts ringing, your Diverse 5410 recognises the caller's number and changes the ring to the VIP melody you have selected.

To mark a directory/Extra directory entry as a VIP

Note

You must have Caller Display working in order for this feature to work.

Press the **DIRECTORY** button.

Press **UP** or **DOWN** to scroll to the entry name you want.

Press **RIGHT**.

Press **DOWN** to scroll to `VIP Entry`.

Press **RIGHT** to open the VIP options list.

Press **RIGHT** to switch VIP ON.

Press **DOWN**. The current melody is played.

Press **LEFT/RIGHT** to scroll through and hear the 10 melody options.

SAVE Press **SAVE** to select the melody option you want.

Press **RED PHONE** to return to the idle display.

Copying numbers

To copy numbers to the directory from the Redial and Calls list

When the Redial or Calls list telephone number is displayed:

Press **RIGHT** to open the Options list.

Scroll **DOWN** to Copy to Directory.

OK Press the **OK** display button. A new directory entry is opened.

Scroll **DOWN** to Name.

If you wish, enter a name to go with the number.

Scroll **DOWN** to Date.

Enter birthday details if required.

SAVE Press the **SAVE** display button.

Press **RED PHONE** to return to the idle display.

To copy a number from an SMS text message to the directory

Press the **ENVELOPE** button.

OK Press **OK** to open the SMS list.

Scroll **DOWN** to the SMS you want.

READ Press **READ**. The message is displayed.

MENU Press **MENU** to open the menu.

Scroll **DOWN** to Copy to the directory.

OK Press **OK**.

Scroll **DOWN** to Name.

Use the keypad to enter the name.

MENU Press **MENU** to open the menu. Display shows Save entry.

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

To copy an SMS sender's phone number

Press the **ENVELOPE** button.

OK Press **OK** to open the SMS list.

Scroll **DOWN** to the SMS you want.

MENU Press **MENU** to open the menu.

Scroll **DOWN** to `Copy to the directory`.

OK Press **OK**.

Scroll **DOWN** to `Name`.

Use the keypad to enter the name.

MENU Press **MENU** to open the menu. Display shows `Save entry`.

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

To copy a directory entry or the whole directory list to another handset

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to the entry you want.

Press **RIGHT** to open the Options list.

Scroll **DOWN** and select either:

`Copy Entry` – to copy an individual entry.

Or

`Copy List` – to copy the whole directory list.

OK Press **OK**.

Scroll **DOWN** to the handset you want to copy to e.g. `INT 2`.

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

Note

You will only be able to copy directory entries if you are using the Diverse 5300 or 5400 handset.

To copy and change a directory entry

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to the entry you want.

Press **RIGHT** to open the Options list.

Scroll **DOWN** to Copy and Edit.

OK Press the **OK** display button.

Edit the number, if necessary.

Scroll **DOWN** to Name.

Edit the name, if necessary

Scroll **DOWN** to Date.

Edit birthday details if required.

SAVE Press the **SAVE** display button.

Press **RED PHONE** to return to the idle display.

Note

VIP settings or voice commands cannot be copied.

Redial

Your handset automatically saves the last 10 telephone numbers dialled into a redial list.

To dial a number in the redial list

Press the **REDIAL** display button. The last number dialled will be displayed.

Press **DOWN** to scroll through the redial list.

Press the **GREEN PHONE** button to dial the number.

To edit a number in the redial list

Press the **REDIAL** display button. The last number dialled will be displayed.

Press **DOWN** to scroll to the number you want.

Press **RIGHT** to open the menu.

Press **DOWN** to highlight Display Number.

OK Press **OK**.

Use **LEFT/RIGHT** button to move the cursor and make the changes you want.

To delete a number in the redial list

Press the **REDIAL** display button. The last number dialled will be displayed.

Press **DOWN** to scroll to the number you want.

Press **RIGHT** to open the menu.

Press **DOWN** to highlight `Delete Entry`.

OK Press the **OK** display button.

Display shows `Entry has been deleted`.

Press the **RED PHONE** button to return to the idle display.

Automatic redial

Your BT Diverse 5410 can automatically redial a number for you every 20 seconds until the called number rings. If the called person does not answer, the call will be terminated after approx. 30 seconds. Your BT Diverse 5410 will attempt to redial up to 10 times.

Press the **REDIAL** button.

Scroll **DOWN** to the number you want to redial

MENU Press **MENU**.

`Automatic Redial` is displayed.

OK Press **OK** to confirm.

The display will show e.g.
`Automatic Redial`
`0208 123 4567`

Press the **RED PHONE** button to return to the idle display and cancel the automatic redial.

Note

Automatic redial will be cancelled if you make a call to another telephone.

To copy a number into the directory

See *'Copying numbers'*, page 28.

Voice dialling

You can make calls by speaking the name of the person you want into your handset.

Up to four different users can record names for voice dialling.

A total of 29 names can be recorded for voice dialling.

Remember that your Diverse 5410 will only respond to voice that has made the original recording.

To record a name for Voice dialling

Once you have created a directory entry, you can add a recording for Voice dialling.

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to the entry you want.

VOICE Press **VOICE**. The User list is displayed.

Press **UP/DOWN** to select the User 1-4 identity you want, e.g. User 1.

OK Press **OK**.

RECORD Press **RECORD** and follow the simple on-screen prompts to record the person's name.

Press **RED PHONE** to return to the idle display.

Note

If your recording sounds too similar to another recording, a message tells you.

Press **RETURN** to go back to the start of voice recording.

Changing a Voice dialling name

If you want to change the voice dialling name for any entry, you must first delete the existing recording and then re-record a new name.

To call a number using Voice dialling

Press *and hold* the **UP** button. Display shows Please Speak Now.

Speak the name of the person you want in the same manner as your recording.

You hear the name repeated and the number is displayed and dialled.

If the name is not recognised, the display shows Voice Not Recognised. Repeat Voice dialling.

To assign or change a user name

Instead of having to remember which user you are – User 1-4 – you can set your own name for Voice dialling.

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to the entry you want.

VOICE Press **VOICE**.

If necessary scroll **DOWN** to select the User you want.

EDIT Press **EDIT**.

C Press **DELETE** to delete the current User name.

Enter the User name you want, e.g. your name.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

To play your Voice dialling recording

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to the entry you want.

VOICE Press **VOICE**.

Press **DOWN** to scroll to the User you want.

OK Press **OK**. The first Voice dialling name in the User list is displayed.

Press **DOWN** to scroll to the entry you want.

PLAY Press **PLAY** to hear the recording.

Either scroll to more names in the list.

Or

Press **RED PHONE** to return to the idle display.

To delete a Voice dialling name

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to the entry you want.

VOICE Press **VOICE**.

If necessary, press **DOWN** to scroll to the user you want.

Press **RIGHT**. Voice dialling entries have a displayed.

Press **RIGHT** to open the Menu.

Scroll down to `Delete Name`.

OK Press **OK**. Display shows `Voice Prompt Deleted`.

Announcing the caller

If you have recorded a Voice dialling name with a directory entry, when that number calls, your Diverse 5410 will announce the name you have recorded.

For the announcement to work, the number must be received by your network's Caller Display service.

To switch the caller announcement on/off

Press **RIGHT** to open the menu.

Scroll **DOWN** to `Audio Settings`.

OK Press **OK**.

Scroll **DOWN** to `Ringer Settings`.

OK Press **OK**. Display shows `Ext. Calls`.

OK Press **OK**.

Scroll **DOWN** to highlight `Announce On/Off`.

Press **RIGHT** to switch between `On` and `Off`.

SAVE Press **SAVE** to confirm the setting displayed.

Press **RED PHONE** to return to the idle display.

Available memory

The memory is shared by the main and Extra directories. The total memory available is displayed.

To access available memory

Press **DIRECTORY** to open the directory.

Scroll **DOWN** to any entry.

Press **RIGHT** to open the Options list.

Scroll **DOWN** to `Available memory`.

Press **RIGHT**. The number of entries available is shown.

Press **RED PHONE** to return to the idle display.

Caller Display and other BT Calling Features

IMPORTANT

To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Calling Features call BT free on **0800 800 150**.

If you subscribe to a Caller Display service you can see who is calling on your handset display, as well as the date and time of their call (unless the number has been withheld).

If you have stored a name to go with the number in your handset directory, the name will be display instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show WITHHELD.

If you call from another handset, the display shows either the handset number and INT or the name assigned to that handset.

Note

If you have a new call in your Calls list, the ✉ icon will flash on the handset display.

Note

Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the Network.

Calls list

The Calls list contains details of up to 30 callers.

You can set whether the Calls list contains details of only calls you have missed (this is the default setting) or all received calls.

You can display, scroll through and dial numbers in the list and copy them to the directory.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

The ✉ button lets you open:

- Calls list.
- Network Mailbox.
- Text messages (SMS).

The Calls list screen

Type of Calls list:

Missed Calls or All Calls.

- Most recent call is displayed first.
- Number of calls.
- Phone number of caller.
- Date and time of call.

DELETE Press to delete the call from the list.

ANSWER Press **ANSWER** to call the number displayed.

NEW CALL The call is new.

OLD CALL The call details have been viewed.

To set Calls list to contain all calls received or missed calls

The default setting is to display missed calls only.

Press the **ENVELOPE** button.

Press the **DOWN** button to scroll to Calls List.

OK Press **OK**. The most recent call is displayed.

Press **RIGHT** to open the menu.

Press the **DOWN** button to scroll to Calls Settings.

OK Press **OK**. The current setting Missed Calls or All Calls is ticked.

To select the option you want:

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

SMS Notification

You can arrange for your BT Diverse 5410 SMS phone to automatically send an SMS notification to your mobile, or other SMS device, when it receives a new call or a new answering machine message. This is particularly useful if you are expecting an important call and you have to go out.

Please refer to page 16 of your SMS user guide.

To view, call or delete numbers in the Calls list

Press the **ENVELOPE** button.

Scroll **DOWN** to Calls List or SMS.

OK Press **OK**. Details of the most recent incoming call are displayed.

DELETE Press **DELETE** to clear the entry and see the next one.

Or

ANSWER Press **ANSWER** to dial the number displayed.

Or

Press **UP/DOWN** to scroll through the list.

Note

To exit the Calls list at any time, press the **RED PHONE** *button until you reach the idle display.*

To delete the entire Calls list

Press the **ENVELOPE** button.

Scroll **DOWN** to Calls List or SMS.

OK Press **OK**. Details of the most recent incoming call are displayed.

Press **RIGHT** to open the menu.

Press **DOWN** to scroll to Delete Calls List.

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

Note

To copy a Calls list number to the directory or Extra directory see 'Copying numbers', page 28.

SMS (text messaging)

For instructions on using the SMS functionality, please refer to the separate *'Using SMS user guide'*.

Network Mailbox

By pressing the button you can also access your network mailbox facility whether it is behind a switchboard or via 1571.

For instructions on setting up and operating this function, please refer to page 41, *"To set one-touch access to your messages"*.

Call Waiting

If you subscribe to a Call Waiting service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

To accept a waiting call

During a call when you hear the Call Waiting beeps:

The number (or name if stored in the directory) of the second caller will flash on the display.

MENU Press the **MENU** display button.

Display shows `Accept Call Waiting`.

OK Press **OK**.

Press the **UP/DOWN** buttons to switch between callers.

Other BT Calling Features

Your Diverse 5410 handset helps you use your Network's special services. For full details ask your Network provider.

Options before you make a call

Before you make a call you can:

- Withhold your number from being sent for one call.
- Switch Call Waiting on/off.
- Switch off Ring Back.
- Divert all calls to another number. (This is a subscription service.)

To withhold your number from being sent

Your number appears on the display of the person you call. You can withhold it from the next call.

1 oo 4 GHI 1 oo Enter **141** before dialling the number you are calling.

Or

Press the **RIGHT** button to open the menu.

Press the **DOWN** button to scroll to `Select Services`.

OK Press **OK**. `Withhold number` is highlighted.

OK Press **OK**.

Enter the telephone number you want to call.

Press **GREEN PHONE**.
The number is dialled and your number is withheld from this call.

To switch Call Waiting on/off

The default setting is on.

Press the **RIGHT** button to open the menu.

Press the **DOWN** button to scroll to Select Services.

OK Press **OK**.

Press the **DOWN** button to scroll to All Calls.

OK Press **OK**.

Press the **DOWN** button to scroll to Call Waiting.

OK Press **OK**.

Press **LEFT/RIGHT** to select between On and Off.

Press **RED PHONE** to return to the idle display.

Ring Back Off

5 JKL If you make a call and the number is engaged you can set your phone to ring you back once the number is free by pressing **5**. If you want to cancel this request, i.e. if you have to go out before the call rings back.

MENU Press the **MENU** button to open the menu.

Press the **DOWN** button to scroll to Select Services.

OK Press **OK**.

Press the **DOWN** button to scroll to Ringback Off.

OK Press **OK**.

To set Call Divert

You can divert all incoming calls to another number where you can be reached.

Note

Call Divert is a subscription service with your Network provider. You may be charged a fee.

You can divert:

- All calls – calls are put straight through to the number you have set.

- No answer – calls are forwarded if your phone is not answered.
- When busy – calls are forwarded if your phone is engaged.

Press the **RIGHT** button to open the menu.

Press the **DOWN** button to scroll to Select Services.

OK Press **OK**.

Press the **DOWN** button to scroll to All Calls.

OK Press **OK**.

Press the **DOWN** button to scroll to Call Divert.

OK Press **OK**.

Press **LEFT/RIGHT** to select All calls, No answer or When busy.

Scroll **DOWN** to Call no.

Press **RIGHT**. Display shows Phone Number:.

Enter the telephone number to which you want calls diverted.

MENU Press the **MENU** button.

OK Press **OK** to save the entry.

Scroll **DOWN** to Status.

Press **RIGHT** to select On or Off.

Press **RED PHONE** to return to the idle display.

Additional features

Voice Mail

If you have Call Minder or a Network Messaging service on your telephone line, you can set the 1 button to access your messages.

To set or change one-touch access to your messages

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Voice Mail.

OK Press **OK**. Display shows Set Key 1.

OK Press **OK**. Display highlights Network Mailb.

OK Press **OK**. Display shows Enter mailbox number.

Enter the telephone number of your messaging service. For example, **1571** to access *'BT Answer'* voice mail service.

MENU Press the **MENU** button.

OK Press **OK**. Display shows Entry Saved.

Press **RED PHONE** to return to the idle display.

To set up quick access to your Voice Mail service when connected to a switchboard e.g. Meridian Mail

Follow the steps given above, but when you come to enter the telephone number of your messaging service, you will need to follow the example below:

Enter the access number for your messaging service e.g. 7000.

Press *and hold* the **RECALL** button until P is displayed to enter a pause in the dialling sequence.

Enter your extension number followed by a **#**, e.g. 1234#.

Press *and hold* the **RECALL** button until P is displayed to enter another pause in the dialling sequence.

Enter your pin followed by a **#**, e.g. 0000#.

The entire number should look like this:

7000P1234#P000000#

ADDITIONAL FEATURES

OK Press **OK**.

Press **RED PHONE** to return to the idle display.

Note

If you store your security PIN as part of a quick access number, anyone with access to the handset will be able to retrieve your messages.

To call your Network Voice mailbox

Press *and hold* down the **1** button.

When set up it will take you into your message service. If during the set up you entered your security PIN as well as the telephone number you will be taken quickly into your messages. If the security PIN was not included you will have to enter this number now followed by a **#**.

You will be taken into your messages.

Press **RED PHONE** to return to the idle display.

Handset settings

You can choose a range of settings to suit your personal preferences.

To set the date and time

If you have subscribed to a Caller Display service your BT Diverse 5410 will automatically set the correct date and time when you receive your first call. You can also set the date and time manually.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**.

Press **DOWN** to scroll to Date/Time.

OK Press **OK**.

Enter the date – day, month, year.

Scroll **DOWN** to Time and enter the time – hours, minutes.

Scroll **DOWN** to Time Mode.

Press **LEFT/RIGHT** to switch between the 12 and 24 hour clock.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

Alarm clock

Providing the date and time has been set, your BT Diverse 5410 provides alarm clock functions.

To use the alarm clock

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**.

Press **DOWN** to scroll to Alarm Clock.

OK Press **OK**.

Press **LEFT/RIGHT** to switch the alarm clock function On.

Scroll **DOWN** to Time.

Enter the time at which you want the alarm to go off, e.g. **0730** for 7.30am.

AM/PM If your handset is set to 12 hour mode, press the **AM/PM** display button to switch between am and pm

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

To switch the alarm off

When the alarm goes off, it will ring for 30 seconds.

SILENCE Press the **SILENCE** display button to switch the alarm off.

Note

The alarm clock will ring only if the handset is in idle mode. It will not ring if the handset is being used as a room monitor or while a call is being made.

To set a different ringer melody and volume for the alarm clock, see page 46.

To prevent the alarm from ringing

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**.

Press **DOWN** to scroll to Alarm Clock.

OK Press **OK**.

Press **LEFT/RIGHT** to switch the alarm clock function Off.

OK Display shows Save. Press the **OK** button.

Press **RED PHONE** to return to the idle display.

Appointments

You can use your handset to remind you of up to 5 appointments.

To set an appointment reminder call

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**. Display shows Set Appoints.

OK Press **OK**. Display highlights Appointment 1.

If required, scroll **DOWN** to another appointment setting 1-5.

OK Press **OK**.

Press **LEFT/RIGHT** to switch the appointment On.

Scroll **DOWN** to Date.

Enter the date of the appointment – day, month, e.g. **2005** for 20th May.

Scroll **DOWN** to Time.

Enter the time of the appointment – hours, minutes, e.g. **1530** for 3.30pm

Scroll **DOWN** to Notes.

EDIT Press the **EDIT** display button.

HANDSET SETTINGS

Enter the name or place, up to 16 characters.

OK Press **OK**.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

Note

If you do not enter a name, the display will show Appointment when you receive the reminder call.

You can set a different ringer melody and volume for appointment reminder calls, see page 47.

Appointment details will only be displayed when the handset is in idle mode. It will not be shown if the handset is being used as a room monitor or while a call is being made.

To cancel an appointment reminder call

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**. Display shows Set Appoints.

OK Press **OK**. Display highlights Appointment 1.

If required, scroll **DOWN** to another appointment setting 1-5.

OK Press **OK**.

Press **LEFT/RIGHT** to switch the appointment Off.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

To receive the appointment alarm

When the alarm goes off, it will ring for 30 seconds.

SILENCE Press the **SILENCE** display button. The Appointment is then deleted from the list.

To view and delete missed appointments and birthday reminders

If you miss an appointment or birthday reminder, it will be saved in a list. You can view and delete entries in this list.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Calender/Clock.

OK Press **OK**.

Scroll **DOWN** to Missed Dates.

OK Press **OK**.

Scroll **DOWN** through the list. A missed appointment has a ⏰ symbol. A missed birthday has a 🎂 symbol.

DELETE Press **DELETE** to delete the entry.

Press **RED PHONE** to return to the idle display.

Note

If there is a new appointment in the list, the display shows APPOINT. *You can press this display button to open the list of appointments and birthdays. Once you have viewed the list, the* APPOINTS *display will disappear from the screen.*

To switch keypad guard on/off

You can turn the handset buttons off so that you do not accidentally dial a number when carrying the handset around.

Press *and hold* the right hand side of the **#/KEY** button. Display shows 🔒 and the keypad is locked.

IMPORTANT

An incoming call automatically switches the keypad on again. Once the call is ended, the keypad reverts to off.

Emergency numbers cannot be dialled while the keypad guard is switched on.

Press *and hold* the **#/KEY** button to use the keypad again.

To change the handsfree/ earpiece volume

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Audio Settings.

OK Press **OK**. Display highlights H/set Volume.

OK Press **OK**. You hear the current handsfree speaker volume.

Press **LEFT/RIGHT** to adjust the volume.

Scroll **DOWN** to 📞.

Press **LEFT/RIGHT** to adjust the earpiece volume.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

HANDSET SETTINGS

To change the ringer melody and volume

You can choose from:

- 5 ringer volumes (original setting = 3).
- Crescendo ring (increasing volume).
- 10 ringer melodies.

You can also set time controls where your handset will ring more e.g. during the night.

You can choose different settings for:

- External calls.
- Internal calls.
- Appointment reminders (to set an appointment reminder, *see page 44*).
- Alarm calls (to set an alarm call, *see page 43*).
- All calls.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Audio Settings.

OK Press **OK**.

Press **DOWN** to scroll to Ringer Settings.

OK Press **OK**. Display highlights Ext. calls.

If you wish, you can scroll down to select individual ringer and volume settings for Internal calls, Appointment reminder calls, Alarm calls or for All calls.

Set melody and volume:

OK Press **OK**, the current volume and melody is displayed.

Press **LEFT/RIGHT** to select the volume you want.

Scroll **DOWN** to the melody setting.

Press **LEFT/RIGHT** to select the melody you want.

Scroll **DOWN** to Announce. If you have recorded names for Voice dialling, your Diverse 5410 will announce those names when you are called.

Press **LEFT/RIGHT** to switch between On and Off.

Set the time control, if required (this is only available under the Ext. Calls menu).

TIME C Press the **TIME C** display button to see the time control screen.

Press **LEFT/RIGHT** to switch between On and Off.

Scroll **DOWN** to From.

Enter the start time e.g. **2330** for 11.30pm.

Scroll **DOWN** to Until.

Enter the end time e.g. **0730** for 7.30am.

Scroll **DOWN** to .

Press **LEFT/RIGHT** to set the volume.

SAVE Press **SAVE** to confirm the time control.

SAVE Press **SAVE** to confirm the full setting.

Press **RED PHONE** to return to the idle display.

Shortcut buttons

To switch all ringer tones off

If you want to switch the handset ringer off quickly you can also press *and hold* the ✱**/BELL** button. The display shows All ringer tones off, then reverts to the idle screen with the icon displayed.

To turn the handset ringer back on, press *and hold* the ✱**/BELL**. The display shows All ringer tones on, then the idle screen without the symbol.

To switch the current ring off

SILENCE When the phone rings, press the **SILENCE** display button.

If you have switched the ringer off, you can set an 'Attention' beep to let you know when you have a call.

When the ringer is switched off:

Press *and hold* the ✱**/BELL** button for 3 seconds. Display shows BEEP ON. Incoming calls will now be signalled by a short beep.

Press *and hold* the ✱**/BELL** button again to switch the ringer back on.

HANDSET SETTINGS

To switch the first ringer tone off

The first ringer tone of an incoming SMS text message is automatically switched Off. You can change this to On.

However, if the first ringer tone is switched on, and you answer an SMS call on the first ringer tone, the SMS text message will be lost as your phone will not have had the time to receive it all.

Press the **RIGHT** button to open the menu.

Enter the code **8919**.

Press **0** to hear the first ringer tone.

Or

Press **1** to switch the first ringer tone off.

OK Press **OK** to confirm.

To adjust the ringer quality

In some situations the quality of certain melodies may not be as good as normal. You can increase the quality of melodies 4-10.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Audio Settings.

OK Press **OK**.

Press **DOWN** to scroll to Ringer Echo.

OK Press **OK** to switch On ✓ or Off.

Press **RED PHONE** to return to the idle display.

To change the display language

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to H/set Settings.

OK Press **OK**.

Press **DOWN** to scroll to Language.

OK Press **OK**. The current language is marked by a ✓.

Press **UP/DOWN** to scroll through the languages.

OK Press **OK** to select the language you want.

Press **RED PHONE** to return to the idle display.

Note

If you accidentally select the wrong language:

Press *7* *2*, *then* *to choose the right language* **OK**.

To switch auto talk on or off

When you receive a call, you can answer it simply by lifting the handset off the base station. This is called auto-talk. When you switch auto-talk off, you answer all calls by pressing the **GREEN PHONE** button.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to H/set Settings.

OK Press **OK**. Display highlights Auto Answer. A ✓ means auto answer is switched On.

OK Press **OK** to select either On or Off.

Press **RED PHONE** to return to the idle display.

To switch off your handset's beeps and tones

You can switch off and on:

- Key beeps when you press each button on your handset
- Confirmation beeps when you have finished making a setting or action on your handset.
- Battery Low warning beep. You can also set this to sound only during a call.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Audio Settings.

OK Press **OK**.

Press **DOWN** to scroll to Advisory Tones.

OK Press **OK**.

Press **LEFT/RIGHT** to switch Key Tones On or Off.

Scroll **DOWN** to Confirm.

Press **LEFT/RIGHT** to switch confirmation tones On or Off.

Scroll **DOWN** to Battery.

Press **LEFT/RIGHT** to switch the battery tones On, Off or In Call.

SAVE Press **SAVE** to confirm.

Press **RED PHONE** to return to the idle display.

To reset a handset

You can restore a handset to its factory settings.

The handset's registration, the main Directory, Extra directory, SMS directory and the Calls list are not affected.

Note

To cancel the reset at any time, press **RED PHONE** *button.*

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to `H/set Settings`.

OK Press **OK**. Display shows `Auto Answer`.

Scroll **DOWN** to `Reset Handset`.

OK Press **OK**.

YES Press **YES** to confirm or **NO**
NO to exit.

Press **RED PHONE** to return to the idle display.

The settings after a reset will be:

Base station selection	**Best base**
Handset volume	**1**
Handsfree volume	**3**
Ringer volume	**5**
Time control for ringer volume	**Off**
Ringer melody	**1**
Name announcement	**Off**
Auto talk	**On**
Handset beeps and tones	**On**
Display language	**English**
Character map	**English**
Alarm clock/ appointment	**Off**
Appointment name	**Deleted**
Redial list	**Empty**
Room monitor	**Off**
Room monitor sensitivity	**High**

Base station settings

To change the System PIN

Your Diverse 5410 is supplied with 0000 as the system PIN but you may want to change this to prevent unauthorised use of the handset(s).

If you change your PIN, keep a record of the new number by writing it in the space provided on *page 9*.

Press the **RIGHT** button to open the menu.

Press the **DOWN** button to scroll to Base Settings.

OK Press **OK**.

Press the **DOWN** button to scroll to System PIN.

OK Press **OK**.

Enter the current PIN.

OK Press **OK**.

Enter the new PIN. This is shown by ****.

Press the **DOWN** button to scroll to Re-enter PIN.

OK Press **OK**. Display shows Entry saved.

Press **RED PHONE** to return to the idle display.

Call barring

To set call barring

You can restrict a handset from making external calls. Choose from these settings:

Call Barring Off: handset can be used without restrictions.

External Calls: handset can receive external calls and make internal calls.

Internal Only: handset can only be used for internal calls.

Press **LEFT** to open the handset menu.

Scroll **DOWN** to the handset you want.

Press **RIGHT** to open the menu.

Scroll **DOWN** to H/Set Call Barring.

OK Press **OK**.

Enter the system PIN (original setting 0000).

OK Press **OK**. The Call Barring options are displayed.

Scroll **UP** or **DOWN** to highlight the option you want.

Press **LEFT/RIGHT** to confirm. A ✓ shows it has been selected.

Press **RED PHONE** to return to the idle display.

Note

You can still dial **999** *and* **112** *emergency numbers on a handset even if all other external calls have been barred.*

To set and change an emergency contact number

Even if a handset cannot make external calls except **999** and **112** emergency services, you can add a specific emergency contact number of your own.

For example, a babysitter could be given a handset which can only be used for emergency services and your mobile number.

You can save several emergency numbers.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Base Settings.

OK Press **OK**.

Press **DOWN** to scroll to Add. Features.

OK Press **OK**.

Press **DOWN** to scroll to Add. Emerg. No.

OK Press **OK**.

Enter the system PIN (original setting 0000).

OK Press **OK**.

Enter the emergency contact number you want.

To change an existing number, delete it by pressing the

DELETE **DELETE** button.

MENU Press the **MENU** button. Display shows Save Entry.

OK Press **OK** to confirm.

To view and dial an emergency number

Press the **GREEN PHONE** button.

EMERCALL Press the **EMERCALL** display button. If only one emergency number is set, it is dialled.

If there is more than one number:

Scroll **DOWN** through the numbers to highlight the one you want.

OK Press **OK** to dial.

To change the base station name

The original names for base stations are Base station 1-4. You can change this, for example to 'Home' or 'Work'.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to H/set Settings.

OK Press **OK**.

Scroll **DOWN** to Select Base.

OK Press **OK**.

Scroll **DOWN** to the base you want.

EDIT Press **EDIT**. Display shows Enter Name.

Enter the name you want, up to 16 characters.

SAVE Press **SAVE**.

Press **RED PHONE** to return to the idle display.

Note

The name of the base station is specific to each handset which means the same base can have different names on different handsets.

To reset the base

You can restore a base station to its factory settings. Resetting the base will not affect the system PIN or handset registration.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Base Settings.

OK Press **OK**.

Press **DOWN** to scroll to Base Reset.

OK Press **OK**.

Enter the current PIN (original setting 0000).

OK Press **OK**. Display shows Reset base settings to default?

YES
NO

Press **YES** to reset or **NO** to cancel.

The settings after a reset will be:

Name of handsets	**INT 1** to **INT 6**
Call barring	**None**
Listening in	**Off**
Own emergency numbers	**None**
Call list type	**Missed calls**
Prefix	**Deleted**
Pause after prefix	**3 secs**
Pause after **R** button	**800 ms**
Dialling mode	**Tone**
Extra directory	**Deleted**

To set repeater mode

You can use a repeater to boost the range and reception of your base station. A repeater must be registered with the base station and you have to switch the repeater function On.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to `Base Settings`.

OK

Press **OK**.

Scroll **DOWN** to `Add Features`.

OK

Press **OK**.

Scroll **DOWN** to `Repeater Mode`.

OK

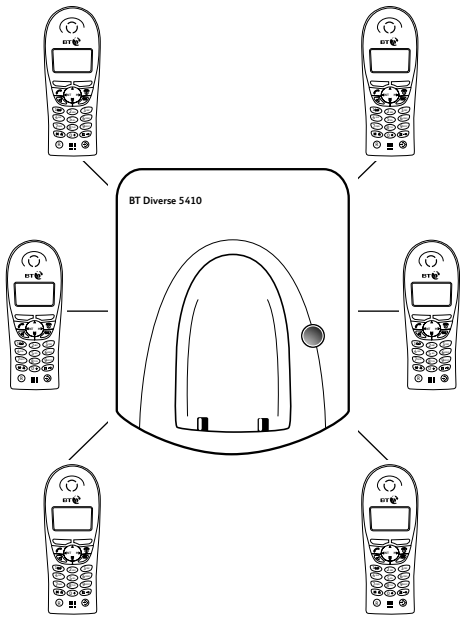
Press **OK**. Display shows `Change repeater setting?`

YES

Press **YES** to confirm.
The display shows `Please wait`.
After a few seconds the display will return to idle mode.

Using additional handsets and bases

Up to six handsets can be registered and operated from the BT Diverse 5410 base station. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to four bases.

Registering additional handsets

If you purchase new handsets to use with your current BT Diverse 5410, they will not be pre-registered to a base station. You will need to do this before you can use them.

To register a new BT Diverse 5400 handset to a 5410 base station.

For this method of registration your handset must be a BT Diverse 5400.

- Place your handset in the base station.
- Ensure that the handset is switched on.

After about 1 minute, the handset's internal number will be displayed, e.g. INT 2.

The next available number (2-6) will be automatically assigned to the handset.

Note

If all internal numbers have been assigned then the internal number 6 will be re-assigned.

To manually register a BT Diverse 5400 handset to another base station.

If you want to register your handset to another base station you will need to manually register it.

On the handset to be registered:

MENU Press **MENU**.

Scroll **DOWN** to H/set Settings.

OK Press **OK**.

Scroll **DOWN** to Register Handset.

OK Press **OK**.

Enter the system PIN. (Original setting 0000).

OK Press **OK**.

PAGE If the base station is a BT Diverse 5410, press the **PAGE** button until you hear a beep – after approximately three seconds.

After approximately one minute the handset will display its internal number. The handset is now registered and the handset display will return to the idle screen.

If the base is not a 5410 you will need to follow the user guide for the base station you are registering the 5400 handset to.

Note

To make internal calls or page handsets, see page 18.

To register BT Diverse 2000/3000/4000 series handsets and other makes

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your BT Diverse 5410 base.

Place your handset into registration mode according to the instructions in its user guide.

When the handset is in registration mode, you will need to:

Press the **PAGE** button located on the top of your BT Diverse 5410 base station until there is a beep after approximately three seconds.

After a short period of time the handset will be registered. The BT Diverse 5410 will be allocated the next available handset number.

Note

To check that the handset has been registered successfully to the base, press the PAGE button, all handsets will ring.

To de-register a handset

Press the **INT** button. Display lists the registered handsets.

Press **UP/DOWN** to highlight the handset you want to de-register.

OK Press **MENU**.

Scroll **DOWN** to `De-reg H/set. No.`

OK Press **OK**.

Enter the system PIN. (Original setting `0000`).

OK Press **OK** to confirm de-registration.

Press **RED PHONE** to return to the idle display.

Using a handset as a room monitor

If you have at least two handsets registered to your BT Diverse 5410 base station you can leave one handset in a room and monitor the sounds in the room by making an internal or an external call to another handset. This could be used, for example, in a child's bedroom.

Place the handset 1-2 metres away, with the microphone facing the child. Always check that the phones are working properly.

Note

The room monitor function drains the handset batteries more quickly than normal use. Make sure the handset is fully charged before leaving it in the room to be monitored.

To switch the room monitor on

When there are sounds in the room, the monitor function detects them.

The listening handset then rings either the receiving handset selected or the phone number you have set. You can then listen.

OK Press **MENU**.

Scroll **DOWN** to Add. Features.

OK Press **OK**. Display highlights Room Monitor.

OK Press **OK**. Display shows the Room Monitor setting.

Press **RIGHT** to switch the Room Monitor setting On

Scroll **DOWN** to Call to.

Press **RIGHT**.

Either enter the internal number of a handset.

Or

Enter the telephone number of a phone which you want to use as a listening device.

MENU Press **MENU**. Display shows Save Entry.

OK Press **OK**. Display returns to the Room Monitor setting.

Scroll **DOWN** to Level.

Press **LEFT** or **RIGHT** to set the sensitivity Low or High.

SAVE Press **SAVE** to confirm. The room monitor function is now switched on.

To change an external or internal number on the room monitor

You can select another telephone to use as a listening device.

MENU Press **MENU**.

Scroll **DOWN** to Add. Features.

OK Press **OK**. Display highlights Room Monitor.

OK Press **OK**. Display shows the Room Monitor setting.

Scroll **DOWN** to Call to:

EDIT Press **EDIT**.

◂C Press **DELETE** to delete the current number.

Either

Enter a new external number

MENU Press the **MENU** button. Display shows Save Entry.

OK Press **OK**.

Or

Press **INT** to enter another handset number.

Scroll **DOWN** to the handset you want.

OK Press **OK** to confirm.

To switch off the room monitor

If you receive a room monitor alert call, you can then switch off the room monitor function.

Accept the room monitor alert call:

Press **9** then **#**. The room monitor is switched off after about 90 seconds and no more alert calls will be sent.

At the monitoring handset:

When you get back to the room that was being monitored, press **OFF** on the handset to return it to idle mode.

Walk and talk

You can use any two BT Diverse 5400 handsets as walkie talkies providing they are registered to the same base station. The walkie talkie function works when you are out of range of the base station, for example, when you are away on holiday.

IMPORTANT

Two handsets will have an active range between them of up to 300 metres.

For the Walkie Talkie function to work, both handsets must be set to search for Best Base, see 'To select best base', below.

Handsets cannot receive incoming calls from external callers.

To select best base

If your handset is registered at several base stations the handset will automatically switch to the base with the strongest signal. You also need this setting if you want to use the handsets as walkie talkies.

MENU Press **MENU**.

Scroll **DOWN** to H/set Settings.

OK Press **OK**.

Scroll **DOWN** to Select Base.

OK Press **OK**.

Scroll **DOWN** to Best Base.

OK Press **OK**. A ✓ appears by Best Base.

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

To switch Walk and Talk on/off

MENU Press **MENU**.

Scroll **DOWN** to Add. Features.

OK Press **OK**.

Scroll **DOWN** to Walk and Talk.

OK Press **OK**. Display shows Walk and Talk.

OFF Press **OFF** to switch the walkie talkie function off.

To set a Walk and Talk handset to room monitor mode

When in Walk and Talk mode, you can use one handset as a room monitor.

Press **RIGHT** to open the menu.

Scroll **DOWN** to Room Monitor.

OK Press **OK**.

Press **LEFT** or **RIGHT** to switch Room Monitor On.

Scroll **DOWN** to Level.

Press **LEFT** or **RIGHT** to select Low or High.

SAVE Press **SAVE** to confirm. The room monitor function is switched on and the other handset will be called if the monitoring handset detects a noise.

OFF Press the **OFF** button on the monitoring handset to switch room monitoring off. The handset will then return to walkie talkie mode.

Note

Always check handsets used as room monitors for level sensitivity and to confirm that the connection works.

Help

Try these solutions to the most common problems.

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again. If this is still unsuccessful, then try a manual registration (see page 57).
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070.
No display.	The handset is switched off. The batteries may be flat.	Hold down **RED PHONE** for 1 second. Charge or replace the batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Hold down the **#** button for 1 or 2 seconds.
No connection between handset and base station.	Are you out of range of the base station. Handset is not registered. Base station is not switched on.	Move closer to the base station. Register the handset. Check the mains power is connected correctly.
Handset on the base does not charge.	Is another handset using the line for a long time? Is the handset placed on the base properly? Are the batteries in correctly?	Maximum charging power is only possible when no calls are being made. Make sure that the handset is placed on the base or in the charger correctly. You will hear a confirmation tone. Check that you have put the batteries in the right way, you will hear a confirmation tone.

BT Diverse Helpline – 08457 908 070

The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
The handset or base station does not ring.	The ringer has been switched off. Call Diversion has been set to All Calls	Switch the ringer back on. *See page 46*. Switch off Call Diversion, *see page 39*.
You keep hearing the error beep (a descending tone).	You have pressed the wrong button in a sequence.	Check the prompts in the display or refer to instructions in the user guide.
Voice dialling does not work.	You may be speaking too far away from the handset. There may have been too much background noise when recording the Voice dialling name.	Move to within 20cm of the handset microphone. Record your Voice dialling name in quiet surroundings.
The other caller cannot hear me.	You may have pressed the **INT** button and muted the handset.	Press the **RETURN** display button.

General information

Guarantee

Your BT Diverse 5410 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Diverse 5410, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning it, please read the Help section beginning on page 62, or contact the BT Diverse Helpline on 08457 908070 for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact the Helpline on **08457 908070** and ask for details of our recommended repair agents.

BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call **0870 240 5522**, or visit:

With and WithoutWires.com

Technical information

How many telephones can you?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line.

The BT Diverse 5410 (with up to 6 handsets) has a total REN of 1.

Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example, if the BT Diverse 5410 is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4).

Only use approved power supply, item code C39280-Z4-C478.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with TBR6. For a copy of the Declaration of Conformity please contact the BT Diverse Helpline on **08457 908070**.

Switchboard compatibility

Generally this telephone may be connected to switchboards. In the event of any difficulties please consult your switchboard Service Provider.

To set the dialling mode

You only need to adjust this setting if your switchboard does not operate with tone dialling. You can change the dial mode to pulse dialling.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to `Base Settings`.

OK Press **OK**.

Press **DOWN** to scroll to `Add. Features`.

OK Press **OK**. Display highlights `Dialling Mode`.

OK Press **OK**. Display shows the dialling mode options. A ✓ indicates the current setting.

Scroll **DOWN** if necessary to select the dialling mode you want:

- Tone (with TBR)
- Pulse (with Earth Recall)
- Tone-Earth (tone with Earth loop recall)

OK Press **OK** to confirm. A ✓ appears next to the setting selected.

Press **RED PHONE** to return to the idle display.

To switch temporarily from pulse to tone dialling

If you are using pulse dialling with your switchboard but need tone dialling to use certain functions on your BT Diverse 5410 you can switch to tone dialling during the call.

During your call:

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Tone Dialling.

OK Press **OK**. Tone dialling is now active for this call only.

To set the recall (flash) time

You only need to adjust this setting if your switchboard requires a different recall time to the pre-set time of 100ms.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to Base Settings.

OK Press **OK**.

Press **DOWN** to scroll to Add. Features.

OK Press **OK**.

Press **DOWN** to scroll to Recall.

OK Press **OK**. The recall time list is displayed.

Scroll **DOWN** to the recall time you require.

OK Press **OK** to confirm. A ✓ appears next to the setting selected.

Press **RED PHONE** to return to the idle display.

GENERAL INFORMATION

To set a prefix for getting an outside line

You can set your Diverse 5410 to automatically dial a prefix e.g. **9** to get an outside line before dialling the telephone number.

Press the **RIGHT** button to open the menu.

Press **DOWN** to scroll to `Base Settings`.

OK Press **OK**.

Press **DOWN** to scroll to `Add. Features`.

OK Press **OK**.

Press **DOWN** to scroll to `Access Code`.

OK Press **OK**.

Enter or change the access code.

MENU Press **MENU**. Display shows `Save entry?`

OK Press **OK** to confirm.

Press **RED PHONE** to return to the idle display.

To set a pause before dialling

You can insert a pause to allow your switchboard time to get a line before your BT Diverse 5410 dials the number.

Press the **RIGHT** button to open the menu.

Enter the code **8916**.

Enter the number for the pause length (e.g. 2 for 3 seconds)

1 = 1 second
2 = 3 seconds
3 = 7 seconds
4 = 2.5 seconds

OK Press **OK** to confirm. Display shows `Entry saved`.

To change the duration of the dialling pause

Providing you have already saved a dialling prefix e.g. **9**. The original pause setting is 3 seconds.

If you need to change this:

Press the **RIGHT** button to open the menu.

Enter the code **8916**.

Enter the number for the pause length (e.g. **2** for 3 seconds)

1 = 1 second
2 = 2 seconds
3 = 3 seconds
4 = 6 seconds

To set a pause after pressing Recall

You can set the length of a pause that is inserted after pressing the **RECALL** button.

Press the **RIGHT** button to open the menu.

Enter the code **8916**.

Enter the pause length:

1 = 800ms
2 = 1600ms
3 = 3200ms

OK

Press **OK** to confirm.

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